

**Office of the Chief Financial Officer
Billing and Accounts Receivable (BAAR) Modules**

**Frequently Asked Questions about GSA New
Vendor and Customer Self Service (VCSS) Website
Updated August 17, 2011**

Contents

GSA Migration of Billing and Accounts Receivable (BAAR) Functions.....	2
Q: What are the billing changes GSA is making?	2
Q: What is Vendor Customer Self Service (VCSS)?	2
Q: How does this affect GSA Fleet customers?	2
Q: How does this affect PBS Rent customers?	2
Q: How does this affect customers of other GSA business lines?	2
Features and Benefits of VCSS.....	2
Q: Does VCSS allow customers to view data by business line?	2
Q: Does VCSS provide account activity at a summary level?	3
Q: Does VCSS allow users to query, download, and sort billing and collections data?	3
Q: What correspondence features are available in VCSS?	3
Q: Can customers dispute and resolve charges through VCSS?	3
Access to Information in VCSS.....	3
Q: Who has access to VCSS and what accounts can they access?	3
Q: What is the VCSS Account Administrator?	4
Q: Who are the VCSS Account Administrators?	4
Q: Why does a new User ID login have to be assigned?	4
Continued Availability of WebBill and ROW	4
Q: Is WebBill still available for GSA Fleet customers?	4
Q: Is Rent on the Web (ROW) still available for Rent customers?	4
VCSS Support.....	4
Q: What training on VCSS are available?	4
Q: Is there a help desk?	4

GSA Migration of Billing and Accounts Receivable (BAAR) Functions

Q: *What are the billing changes GSA is making?*

A: On August 17, 2011, GSA implemented the first phase of the billing and accounts receivable (BAAR) modules that allow customers to access, query, and download GSA billing data. The first phase launched the billing, accounts receivable, and collection functions for motor vehicles leased through the GSA Federal Acquisition Service (GSA Fleet) and for rent bills for tenants of space provided by the GSA Public Buildings Service (PBS Rent).

Q: *What is Vendor Customer Self Service (VCSS)?*

A: VCSS – <http://vcss.gsa.gov> – is a web portal that provides GSA customers with online access to accounts receivable and collections data. It has the same level of functionality available through WebBill and provides additional features that allow customers to:

- View balances and statement detail by business line;
- View account summary including payments;
- Sort and query a wide array of accounts receivable and collections data;
- Download bills and billing data in a comma separated values (CSV) file;
- Search and view details across statements;
- Submit correspondence and initiate the dispute process electronically; and
- Control access to accounts and information.

Q: *How does this affect GSA Fleet customers?*

A: At implementation on August 17, 2011, VCSS replaced WebBill for GSA Fleet customers. None of the billing and accounts receivable history in WebBill was converted to VCSS; it remains available on WebBill.

Q: *How does this affect PBS Rent customers?*

A: PBS Rent customers have access to VCSS, but it does not replace Rent on the Web (ROW). VCSS provides PBS customers with another way to view their accounts receivable and collections data. PBS Rent customers continue to get their bills through ROW.

Q: *How does this affect customers of other GSA business lines?*

A: As [future phases](#) are implemented, customers of the remaining GSA business lines will have access to VCSS for bills and billing information. GSA will provide information to those customers as part of the subsequent phases of implementation, including updates to the BAAR customer website at www.gsa.gov/baar.

Features and Benefits of VCSS

Q: *Does VCSS allow customers to view data by business line?*

A: Customers can view balances by business line and drill down to the detailed statements that support those balances. In addition, customers can search details, print, and download data by business line. Once all three phases of implementation are complete, customers who use multiple GSA services will be able to view all of their accounts receivable and collections data through this single, online source.

Frequently Asked Questions on the BAAR Project and VCSS

Q: Does VCSS provide account activity at a summary level?

A: Customers can view a summary of account activity, including payments and credits, to quickly review account activity.

Q: Does VCSS allow users to query, download, and sort billing and collections data?

A: Customers can query, download, and sort a wider range of accounts receivable and collections data than in previous systems. They can also download billing data in comma separated values (CSV) files to use in other applications such as Excel. This feature replaces the report function currently available in WebBill and provides customers with the flexibility to analyze data and create reports that meet their specific needs. For example, customers can search details such as a specific vehicle or building name across statements and collect all the related data.

Q: What correspondence features are available in VCSS?

A: Customers can submit a variety of correspondence through VCSS; for example, ask questions about accounts, dispute statement details, or submit supporting documentation. All correspondence is saved in the system so customers can search, sort, and download correspondence sent and received on specific statements.

Q: Can customers dispute and resolve charges through VCSS?

A: Through VCSS, customers can identify a charge, dispute it, attach documentation, and receive responses from GSA. This new functionality provides an electronic dispute process for customers who do not pay bills using the Intragovernmental Payment and Collections System (IPAC).

Access to Information in VCSS

Q: Who has access to VCSS and what accounts can they access?

A: Shortly after the August 17, 2011 implementation, GSA sent all previously registered users of WebBill and ROW two emails: one with a new VCSS User ID and another with a link to establish a password. The User ID and password provide access in VCSS to the account(s) for which these users were registered in WebBill or ROW. Specifically, a customer whose WebBill or ROW registration was based on a Billing Office Address Code (BOAC)/Agency Bureau (AB) Code has access in VCSS to only the accounts associated with that specific BOAC/AB Code. Similarly, a customer whose WebBill or ROW registration was based on an Account Locator Code (ALC) has access to only accounts associated with that ALC Code.

Q: How can customers get access to accounts for which they are not already registered?

A: Access to additional accounts must be requested through the VCSS Launch Page at <http://vcss.gsa.gov> and approved both by the appropriate customer VCSS Account Administrator and GSA. GSA recommends that customers submit requests for additional access as soon as possible. For more details on the process, please review the training presentation or training videos on the VCSS tab at www.gsa.gov/baar, in particular the sections on **VCSS Account Registration and Requesting Access**. For a direct link to that tab, click [here](#).

Frequently Asked Questions on the BAAR Project and VCSS

Q: *What is the VCSS Account Administrator?*

A: GSA established the role of VCSS Account Administrator to provide customers with more control over access to their data. In VCSS, users have access to only those accounts for which they are registered; if they require access to another account, they must request it through VCSS. The designated Account Administrator will be prompted by email to approve these requests before GSA grants access.

Q: *Who are the VCSS Account Administrators?*

A: Initially, GSA assigned the role of VCSS Account Administrator to the oldest (or sole) active registration associated with a specific account code, previously the Billing Office Address (BOAC), Account Locator (ALC), or Agency Bureau (AB) code in WebBill or ROW. These individuals were notified in advance of implementation, providing information about their role in approving access to information in VCSS. Going forward, the first user to register a new account will automatically be the VCSS Account Administrator for that account.

Q: *How can the VCSS Account Administrator be changed?*

A: Following implementation, GSA will notify designated VCSS Account Administrators of the process for having this role reassigned.

Q: *Why does a new User ID login have to be assigned?*

A: New User IDs and user-generated passwords have been established to conform to GSA Information Technology standards.

Continued Availability of WebBill and ROW

Q: *Is WebBill still available for GSA Fleet customers?*

A: VCSS has replaced WebBill for GSA Fleet customers, with account history in VCSS building from the August 17, 2011 implementation forward. None of the billing and accounts receivable history in WebBill has been converted to VCSS; it remains available in WebBill.

Q: *Is Rent on the Web (ROW) still available for Rent customers?*

A: Yes. The GSA Rent billing system continues to produce the rent bill for space and posts the electronic billing to ROW. The use of VCSS is optional for PBS Rent customers as they continue to get their bills on ROW.

VCSS Support

Q: *What training on VCSS is available?*

A: A customer training presentation and training videos are available on the VCSS tab at www.gsa.gov/baar. For a direct link to that information, click [here](#). The **Vendor and Customer Self Service User Guide** and **VCSS Customer Help** are available from the Help tab on the VCSS Launch Page at <http://vcss.gsa.gov>.

Q: *Is there a help desk?*

A: For help with VCSS, customers can contact the GSA OCFO Consolidated Service Desk at 1-866-450-6588 from 7:30am – 7:30pm EST Monday-Friday excluding Federal holidays.